AMENDMENTS TO THE CLAIMS

1. (previously presented) A method of monitoring the operation of a deployed web site system, the method comprising:

(a) monitoring response times of a web site system as seen from multiple geographic locations, including locations that are geographically remote from each other and from the web site system;

(b) concurrently with (a), monitoring a plurality of server resource utilization parameters associated with the web site system from a computer that is local to the web site system; and

(c) automatically analyzing the response times and server resource utilization parameters as monitored in (a) and (b) over a selected time period to evaluate whether a correlation exists between changes in the response times and changes in values of the plurality of server resource utilization parameters.

2. (original) The method of Claim 1, wherein (a) comprises monitoring the response times from agent computers in at least some of the multiple geographic locations.

3. (original) The method of Claim 1, wherein (a) comprises passively monitoring traffic resulting from actual web site users in at least some of the multiple geographic locations.

4. (original) The method of Claim 1, wherein (a) comprises generating page requests from a data center, and sending the page requests to the web site system via Internet points of presence located in at least some of the multiple geographic locations.

5. (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of a web server.

6. (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of an application server.

7. (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of a database server.

8. (original) The method of Claim 1, wherein (b) comprises monitoring at least one server resource utilization parameter of a network device.

9. (original) The method of Claim 8, wherein the network device is a router.

10. (original) The method of Claim 8, wherein the network device is a bridge.

11. (original) The method of Claim 1, further comprising applying a statistical algorithm to a sequence of response time measurements resulting from (a) to automatically detect a degradation in performance.

12. (original) The method of Claim 11, further comprising processing server resource utilization measurements resulting from (b) to identify at least one server resource parameter having a correlation with the degradation in performance.

13. (previously presented) A system for monitoring performance of a deployed transactional server, the system comprising:

a first agent configured to monitor a transactional server over a network, the first agent collecting performance data including response times of the transactional server;

a second agent configured to monitor server resource utilization of the transactional server, the second agent collecting data on one or more server resource utilization parameters, wherein the second agent monitors server resource utilization over a time period in which the first agent monitors the transactional server; and

an analysis component that automatically detects correlations between response times of the transactional server as monitored by the first agent and particular server resource utilization parameters as monitored by the second agent.

14. (original) The system of Claim 13, wherein the first agent is configured to monitor network hop delays.

15. (original) The system of Claim 13, wherein the first agent sends request messages to the transactional server to measure the response times.

16. (original) The system of Claim 13, wherein the first agent passively monitors traffic between client computers and the transactional server to measure the response times.

17. (previously presented) The system of Claim 13, further comprising a report generating component that generates reports associating the response times with the server resource utilization parameters by displaying the response times and the server resource

utilization parameters on a time-synchronized graph to permit a human operator to evaluate correlations detected by the analysis component.

18. (original) The system of Claim 13, wherein the second agent is configured to monitor server resource utilization of a database server.

19. (currently amended) The system of Claim 13, ~~further comprising an analysis component that automatically detects correlations between response times and server resource utilization parameters,~~ wherein the analysis component analyzes sequences of values of said response times to automatically detect degradations in the performance of the transactional server.

20. (previously presented) A method for monitoring the performance of a transactional server, the method comprising:

receiving performance data from a plurality of computers geographically distributed across a network, the plurality of computers executing transactions on a transactional server while monitoring associated response times;

receiving server resource utilization data from a computer that monitors server resource utilization of the transactional server during execution of the transactions by the plurality of computers; and

automatically analyzing the performance data and the server resource utilization data to detect correlations between the performance of the transactional server and one or more particular server resource utilization parameters.

21. (original) The method of Claim 20, wherein the performance data includes time stamps for associating the performance data and the server resource utilization data.

22. (currently amendment) The method of Claim 20, wherein the server resource utilization data includes central ~~process~~ processing unit (CPU) utilization data associated with the transactional server.

23. (original) The method of Claim 20, wherein the server resource utilization data includes memory allocation data.

24. (original) The method of Claim 20, wherein the server resource utilization data includes at least one of the following: hits per second data, requests queued data, current connections data, connection attempts data, or disk utilization data.

25. (previously presented) A method of monitoring the operation of a deployed transactional server, the method comprising:

(a) monitoring response times of the transactional server as seen from multiple geographic locations, including locations that are geographically remote from each other and from the transactional server;

(b) concurrently with (a), monitoring a plurality of server resource utilization parameters associated with the transactional server; and

(c) programmatically evaluating whether a correlation exists between changes in the response times and changes in values of the plurality of server resource utilization parameters over time.

26. (previously presented) The method of Claim 25, wherein (c) comprises automatically analyzing response time data and server resource utilization data resulting from (a) and (b), respectively.

27. (previously presented) The method of Claim 26, further comprising displaying, for a selected time window, a graph of the response times and a graph of at least one of the server resource utilization parameters.

28. (original) The method of Claim 26, wherein (c) comprises analyzing response time data and server resource utilization data resulting from (a) and (b) with an automated analysis system that automatically detects correlations.

29. (original) The method of Claim 25, wherein the transactional server is a web site system.

30. (previously presented) The method of Claim 1, further comprising, in response to detecting in (c) a correlation between a response time degradation and a particular server resource utilization parameter, providing a visual representation of said correlation to a user.

31. (previously presented) A computer system programmed to perform the method of Claim 1.

32. (previously presented) A computer system programmed to perform the method of Claim 20.

33. (previously presented) A computer-implemented method of analyzing the performance of a server system, the method comprising:

monitoring a first performance parameter of the server system over a period of time to generate a series of values of the first performance parameter, wherein the server system responds to requests from clients during said period of time;

monitoring a second performance parameter of the server system over said period of time to generate a series of values of the second performance parameter; and

automatically analyzing the values of the first and second performance parameters to evaluate whether a correlation exists between the first performance parameter and the second performance parameter.

34. (previously presented) The method of Claim 33, wherein the first performance parameter is a response time parameter.

35. (previously presented) The method of Claim 34, wherein the second performance parameter is a server resource utilization parameter.

36. (previously presented) The method of Claim 34, wherein the second performance parameter is an operating system resource parameter.

37. (previously presented) The method of Claim 33, wherein the step of automatically analyzing the values of the first and second performance parameters is performed in response to a user action.

38. (previously presented) A computer system programmed to perform the method of Claim 33.

39. (previously presented) A computer program which embodies the method of Claim 33 represented in computer storage.